

Employee Assistance Program

Frequently Asked Questions

On July 1, 2010, the City of Seattle's EAP provider is changing from Wellspring Family Services to Horizon Health. You and your household members will have additional face-to-face counselor visits; the benefit is six visits **per issue** every 12 months. You may access your benefits with Horizon on July 1 by calling 1-888-272-7252 (or TTY 888-879-8274).

Why are we changing the City's EAP provider to Horizon Health?

As part of a regular bid process, Horizon Health won the contract to provide EAP services to City employees and their household members starting July 1, 2010. The contract with Wellspring Family Services (WFS) ends on June 30, 2010.

I started seeing a counselor with Wellspring Family Services in 2010. Can I continue to see my therapist with Horizon Health?

Yes, you can continue seeing your current counselor. Starting July 1, you must call Horizon Health for authorization; they will assist with any transition of care issues. If your counselor is not in the Horizon network, Horizon will temporarily approve services and work with the provider to attain in-network status.

I've been to three face-to-face counseling sessions in 2010. Do I have only three more sessions with Horizon Health for the remainder of the year?

No, your EAP benefit starts over on July 1. You and your household members have 6 free face-to-face counseling sessions **per issue** in a 12-month period.

My Dad lives with us—he's not my dependent, but a member of our household. Can he access EAP services? I also have a child away at college.

Yes, since your Dad is a member of your household, he can access all EAP benefits: face-to-face counseling, Work Life Programs, and financial and legal consultations. Your college student also may use the EAP services.

If I get laid off, can I continue to use the EAP benefit?

Yes, you and your household members may use EAP services for three months following your layoff date.

How much does the EAP cost me?

The EAP services described above are free to you and your household members; the City of Seattle pays for the program. If you are referred to counseling through your medical plan after using your EAP sessions, you will be responsible for copayments.

What types of issues does the EAP cover?

Services include, but are not limited to, assistance with the following issues:

- Stress and anxiety issues with work or family
- Depression
- Life improvement issues
- Alcohol and drug abuse
- Grief and loss

In addition, you can access resources for:

- Child and eldercare referrals
- Financial planning and debt management
- Legal consultation and referral to discounted services
- Other Work/Life services.

What if I or someone in my family has an urgent matter?

Horizon's toll-free phone line is staffed by licensed counselors 24 hours a day, 365 days a year to ensure that members needing care can access services. Face-to-face counseling appointments are available during the day and evening. Saturday appointments are also available.

Who will know if I use the EAP?

Your participation in the Employee Assistance Program is **completely confidential**. This means if you or a family member calls the Horizon toll-free number, neither the City nor anyone else will know you used the program unless you choose to tell them.

I've heard I can use City time for EAP counseling. Is this true?

Yes, with advance approval from your supervisor, you may use **up to 6 hours paid time** (not charged to sick leave or vacation) each year. You can use a maximum of two hours at any one time: a single counseling session and up to one hour travel time to/from the appointment. You do not need to share the reason why you are using the EAP, but you will need to request appointment verification if your supervisor requests it.

You may always schedule your EAP appointments during non-work hours, or use your supervisor-approved sick leave or vacation time as you would with a medical appointment.

Starting July 1, you may access your EAP benefits through the new provider by calling:

Horizon Health 1-888-272-7252 (or TTY 888-879-8274)

www.horizoncarelink.com

Login: city of seattle

Password: city of seattle